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ABSTRACT

Established in 1981, the Alternatives Program at Elgin Community College (ECC) has provided services for displaced homemakers, single parents, welfare recipients, and homeless women, laying the groundwork for the 1988 formation of the Fox Valley Consortium for Job Training and Placement of the Homeless. Using federal funding, the Consortium offers job training and placement services to homeless people over 14 years of age; coordinates the activities of area service providers; and gathers demographic data on the homeless. In addition to ECC, consortium members include the Community Crisis Center, the Public Aid Office, the Salvation Army, and the Hispanic Community Based Organization. Program support services have included emergency food, shelter, clothing, child care, substance abuse counseling, medical care, tuition and books, and support groups/mentors. In addition, the program has provided basic skills training, intensive career and job search seminars, vocational training, English-as-a-Second-Language training, job placement assistance, and housing placement. In a holistic approach to individual case management, each program participant is assigned a "personal advocate" from the Alternatives staff. Program outcomes included the following: (1) of the 569 1988-89 program participants, 288 (50.6%) were placed in jobs, and 127 (44%) of these were still employed after 13 weeks; (2) of the 852 participants between 1989 and 1991, 296 were placed in jobs, and 144 (50.4%) of these were still employed after 13 weeks; (3) in both years, program enrollment, training, job placement and retention outcomes far exceeded the projected goals; and (4) while costs per job placement in similarly funded programs nationwide was $2,600, the Alternatives program spent only $520.83 per placement in the first year, and $1,534.80 in the second year. Detailed data tables, and a series of recommendations are included. (PAA)

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THE COMMUNITY COLLEGE AND THE HOMELESS:

A MODEL FOR THE NATION

JOB TRAINING FOR THE HOMELESS DEMONSTRATION PROGRAM

FINAL EVALUATION REPORT

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I. INTRODUCTION

Elgin Community College - Alternatives Program is one of only nine programs in the nation continually funded by the Stewart B. McKinney JTHDP since its inception in October, 1988. Alternatives is housed in the Downtown Fountain Square Campus of Elgin Community College and is located about 40 miles west of Chicago. Unique in that it serves urban, suburban, and rural areas, its district covers three hundred and sixty square miles with approximately 300,000 residents.

Entirely grant funded, Alternatives began in 1981. Other grants include the Displaced Homemaker Program, the Single Parent Program and Project Chance (ADFC). Through a State Grant, the Family Crisis Project, (27,727 per year) Alternatives began Job Training and Placement of Homeless Women in 1985 and consistently met or exceeded its goals of enrollment and job placement. Through this program, the ground work was laid for the Fox Valley Consortium for Job Training and Placement of the Homeless.

The Consortium Consists Of:

1) The Community Crisis Center -
   Area Shelter for Homeless Women and Children

2) The Public Aid Office

3) The Salvation Army

4) The Hispanic Community Based Organization -
   Centro De Informacion

5) Alternatives - Elgin Community College.

The five agencies are within walking distance of each other and unite professional, caring staff and limited funding to serve the Homeless.

The Target Population was the full spectrum of Homeless people - those fourteen years and older who were on the streets, in shelters, in half way houses, or who lacked permanent adequate night time residence. All Homeless who sought services were enrolled including single parents, families with children, single men and women, youth, older adults, veterans, disabled, and those with mental health and substance abuse problems - the full spectrum of the Homeless.

The purpose of Alternatives is embodied in its Working Philosophy.

WORKING PHILOSOPHY

A. Participants - It is our commitment to facilitate the development and attainment of our participants' goals - both educational and employment oriented. The ultimate goal is for all participants to attain their full potential educationally and become financially independent. Commitment is the cornerstone and is expected from both participants and staff.

B. Staff - The ALTERNATIVES STAFF (The "A Team") will continually endeavor to perfect their professional, caring approach to participants, always alert and sensitive to special needs, cultural and ethnic differences, and privacy.

C. Community - We will continue to do outreach work in the community and expand this work if possible - (Public Aid Office, Community Crisis Center, Professional Meetings - Chamber of Commerce, Personnel Associations, Health and Welfare Associations, Job Service, and so forth). We hope for continued mutual support from the community for our successful efforts, indeed, effect the community.

In essence, the purpose of the Alternatives Homeless Program is to facilitate the participants efforts to achieve their full potential educationally and become financially independent. In addition, the Consortium pledged itself to address the more difficult questions of cause of homelessness and not just the "bandaid" solution of shelter.

In keeping with the intent of the original "RFP", three main goals were outlined and followed both years:

1) Job Training and Placement of the Homeless
2) Coordination of Area Service Providers
3) Gathering of Demographics on the Homeless so that replicable solutions could begin and a body of knowledge for Job Training and Placement could be developed.

The Service Strategy was one of Case Management/Personal Advocate using a Holistic approach to Job Training and Placement of the Homeless. This includes both short and long term needs and goals. As in Maslow's Hierarchy the basic needs must be addressed first. The Personal Advocate cannot begin work with a Homeless participant in Career Decision Making when they have not eaten in

over 24 hours or their Epilepsy has gone untreated for six months. Therefore, first the participants immediate needs of food, shelter, clothing, medical assistance and child care if necessary are addressed. The Personal Advocate will then proceed with Assessment, referral to the seminar, or Career Decision Making/Job Readiness Skills, the Job Club, which facilitates the Job Hunt and Support Groups. This is expanded upon in Section III. In addition, all services were offered in English and Spanish and in the second year also Indochinese - Lao and Thai. ABE/GED and ESL classes are available on site and two Substance Abuse Counselors are on staff.

Due to the unexpected volume of homeless, 250 were projected and 569 actually served, and exceeding goals of enrollment and job placement, goals and funding were increased for the second year.

PROJECT'S EXPECTED OUTCOMES/PERFORMANCE STANDARDS

	10/1988 TO 9/1989 $150,000	10/1989 TO 9/1990 $331,000
I. Enroll	250	500
II. Seminar	150	300
III. Entered Training	115	230
IV. Completed Training	92	184
V. Placement (Permanent Full Time Unsubsidized)	125	250
VI. Permanent Housing	125	250
VII. 13 Week Retention	125*	250

*(The need for long term commitment to the Homeless population has been established. Although this will be elaborated upon in Section IV, 127 participants for 88-89 have now been confirmed at 13 weeks, using Unemployment Insurance Records from the Illinois Department of Employment Security. In addition, of those confirmed at 13 weeks in 88-89 - 61% are still employed over one year later.)

II. EVALUATION APPROACH

Evaluation of program effort is a cornerstone of the program's success; effective evaluation gives merit to the staff's efforts and can provide new and more beneficial direction. Successful evaluation results give credence to program design.

In the second year, the project has subcontracted with Northern Illinois University for external evaluation.

The first year of the project had Internal Evaluation. It measured each quarterly results of enrollment, training, placement, retention, and attainment of permanent housing against the "Benchmarks" set in the grant proposal. In addition, feedback was gained both from Project Participants and Directors of the Consortium members.

Quotes from Consortium Director's letters follow:

1) "For the past year, homeless women and men in our community have participated in training and found jobs in amazing numbers. This is due to the coordination, networking, and services provided by Elgin Community College and the entire staff of Alternatives."

G. Vapnar, Executive Director
Community Crisis Center

"The past frustrations of not being able to locate permanent housing and/or employment for my clients has decreased tremendously since referrals to the Alternatives program are received promptly and great effort is put into locating permanent shelter and/or employment for the clients."

V. Rainey, Salvation Army

"Counselors act as advocates, assist with interpreting for Spanish speaking people, and work closely with caseworkers to provide a network of services for those who are homeless."

S. Hunt, Public Aid Office

Quotes from Participants:

"Now, I have a place to live, a good job, and doing real well." - Ms. O.

"I was Homeless, in need of a job. Took CNA class. Now I have a job and a new home. Rate the program Excellent." - Ms. L.

However, in the first year, in addition to matching Benchmarks, and collecting feedback from participants, Consortium members, and staff, an Analysis of Demographics was completed using the "Mini Tabe" (Commercial name of data analysis program) in an effort to show any significant difference in demographics between those enrolled, placed in full time permanent, unsubsidized positions and those retained in positions for 13 weeks. The Hypothesis stated was that there would be no significant difference between those enrolled, placed, and retained based on 1) Sex, 2) Age, 3) Martial Status, 4) Number of Dependents 5) Public Aid Assistance, 6) Education, and 7) Ethnicity. Total Population was used with data coming from Intake and follow up forms. A weakness was the inability to use multivariable analysis. Data was taken from intake forms.

Although not required, Alternatives program staff wanted to determine long term effects of the program. Using total population, social security numbers, and the services of the Illinois Department of Employment Security Records (Unemployment Insurance,) long term follow up was done in December, 1990, on Homeless participants seen during the first year 10/88 to 9/89. 188 of the 569 first year participants were seen again at least once during the second year showing the need for long term commitment to the Homeless population.

The long term follow up done over one year later showed 44% of those placed still employed at 13 weeks and longer and also showed that 61% of those originally placed were still employed.

This compares favorably with long term State of Illinois follow up done on the Displaced Homemakers program by Northern Illinois University in 1990. This showed a 60% retention on Displaced Homemakers one year later. Homeless have many more obstacles to overcome.

The second year of the project now has all the program information on the CCIP from 1/1/90, and D Base from 10/1/90. The same Hypothesis will be raised but in addition an attempt will also be made to determine any relation between training and enrollment, placement, and retention. Using the Statistical Package for Social Studies (SPSS and SAS) Northern Illinois University will also employ multivariable analysis. Also, the issue of "Barriers to Employment" is addressed together with the other demographics.

The questions raised the second year include those addressed the first.

In addition, the following will also be addressed -

- Referral Source
- Vet Status
- Where client stayed last night Street/Shelter
  Transitional Housing/Friends-Relatives
- Labor Market Information

- Source of Income
  - Food Stamps
  - Unemployment Insurance
  - SSI
  - AFDC

- Obstacles to Employment
  Day Care/Dependent Children
  Displaced Homemaker
  Pregnancy
  Older Worker
  Alcohol Abuse
  Drug Abuse
  Physical Disability

Mental Illness
Abusive Family Situation
Illness/Death in the Family
Access to Workplace/No Transportation
Dislocated Worker/Outdated Skills
Minimal Work History
School Drop Out
Lack of Training/Vocational Skills
- Limited English
- Reading Skills Below 7th Grade
- Defaulted Government Education Loan
- Legal Problems
- Offender

- Training -
Total Population/Placed/Retained Compared with those trained.

- Hourly Wage
- Placement and Retention in Occupational Groups.

Total population used from 1/1/90 using the JTHDP Client Enrollment Checklist (Menus 1,2,3, and 4).

Results assist in determining program evaluation and planning, contribute to national program evaluation, and determine which types of homeless people benefit most from the program.

With limited funds now a reality at Local, State and Federal levels, it is of utmost importance to determine which types of homeless people benefit most from such programs and concentrate limited staff effort here. Private resources must also be found. Elgin Community College - Alternatives has received approximately $1000 in the last year for its work with Homeless - $100 from VISA, $200 from an area church for Support Services such as work boots for Job Placements, $80 from another church and $20 from a local woman's group, $360 from an area bank, and another $200 from a private school.

The Evaluation Techniques applied must be valid and reliable, and all efforts to replicate cost effective programs in other areas must progress; five Homeless in the Elgin area have died within the last year, and with economic conditions deteriorating the Homeless population is increasing. Soup kitchens in Elgin which last year were serving approximately 50 each night are now seeing 70 to 80 each evening.

III. PROGRAM SERVICES

In order to facilitate the Homeless in their efforts to become economically independent, Elgin Community College Alternatives Program established the FOX VALLEY CONSORTIUM FOR JOB TRAINING AND PLACEMENT OF THE HOMELESS. The goals of the program are -

1. Enroll Eligible Homeless Participants, including Limited English Proficient; assist participants in entering vocational training; and place Homeless Participants in full-time (30 hours per week or more) permanent, unsubsidized employment, confirmed after 13 weeks, with long term follow up after one year.
2. Promote effective coordination of the local Public Aid and General Assistance Offices, the Community Crisis Center, Centro de Informacion, the Salvation Army, JTPA, area Substance Abuse, Mental Health, and Counseling Centers, and private businesses, to assist the Homeless.
3. Gather, organize, report and evaluate demographic data and grant performance so that the problems of the Homeless may be better understood and diminished. An effective, successful,

holistic case management (personal advocate) approach to vocational training and job placement has been established through the Alternatives Program and is utilized.

TARGET POPULATION

Eligible participants include the full spectrum of Homeless People - persons 14 years of age or older who are homeless. This includes persons who lack a fixed, regular, and adequate nighttime residence. It also includes persons whose primary residence is either a supervised public or private shelter designed to provide temporary living accommodations, an institute that provides a temporary residence for individuals intended to be institutionalized or a public or private place not designed for, or ordinarily used as a regular sleeping accommodations for human beings.

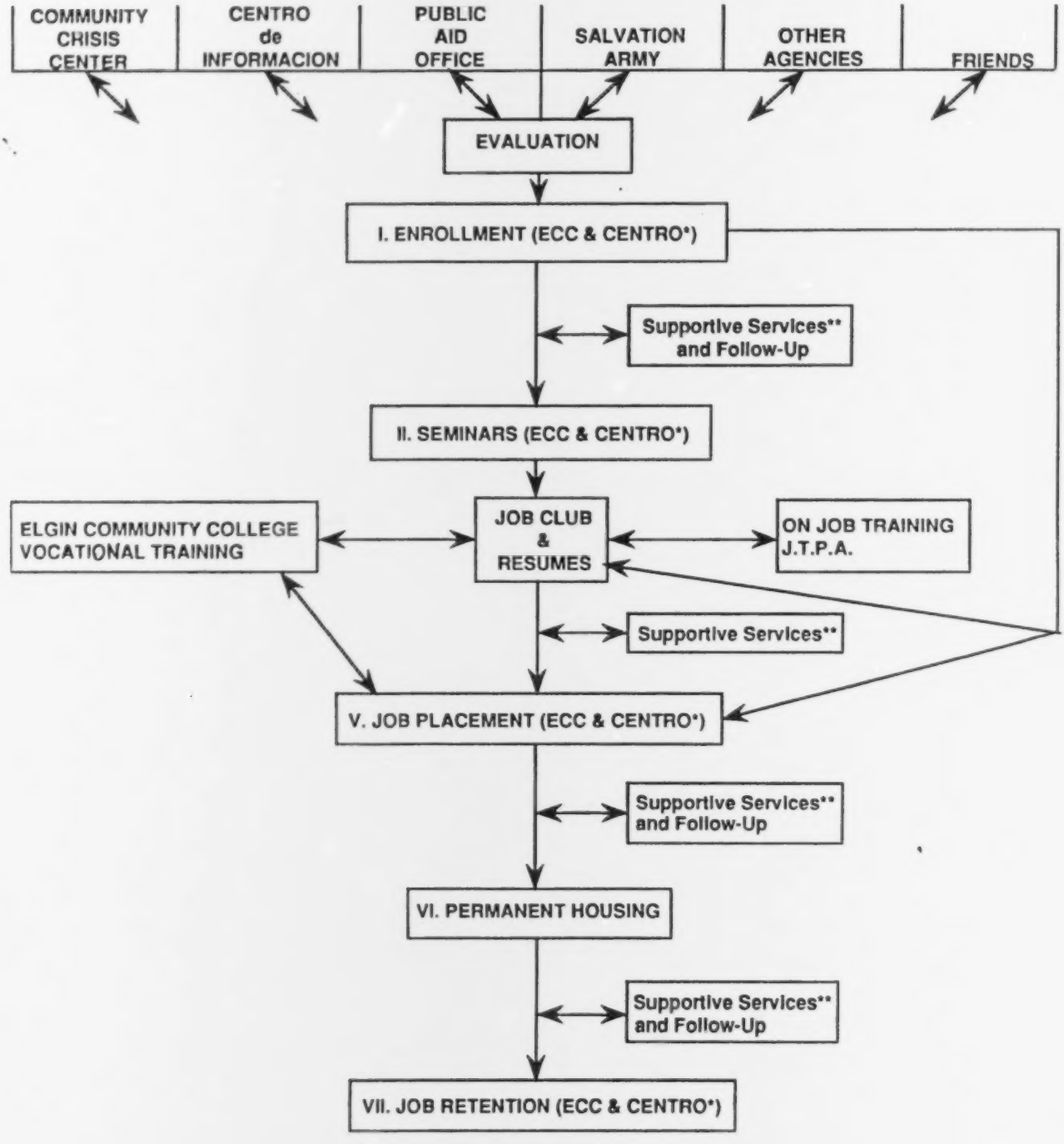
The Elgin Community College Fox Valley Consortium serves Homeless Women referred by the Community Crisis Center, Homeless participants referred by the Elgin Salvation Army (or other agencies), and at least 50 Limited English Proficient Homeless Hispanics referred by Centro de Informacion (or other agencies). Homeless Youth, Single Parents, Families, those with mental health and substance abuse problems, Single Men and Women, Victims of Domestic Violence, older adults, veterans and disabled are assisted - the full spectrum of Homeless.

Chart I (P. 11A) shows the Flow of Participants through Alternatives - 1988 - 90.

CHART I

FOX VALLEY CONSORTIUM FOR JOB TRAINING AND PLACEMENT OF THE HOMELESS

CLIENT FLOW CHART 1988 - 1990



*Services for the Hispanic Limited English Proficient

**Individual Counseling

Support groups led by certified counselor

Child care, transportation and tuition reimbursement available to eligible clients

RECRUITMENT

Recruiting is active and ongoing. The Alternatives Program Staff goes to the Community Crisis Center two or three times per week and to the Elgin Public Aid Office once a week. A Personal Advocate has an office at the Crisis Center providing excellent in-shelter outreach; additional outreach has been established at the Elgin Salvation Army. Presentations by Program Staff have been made on the local Radio Station for local groups. Press Releases describing the Consortium activities and services are made to area newspapers. In addition, information is made available to Community College Staff, Illinois Job Service, Health and Welfare Association, Personnel Association, Elgin Chamber of Commerce, and local JTPA Groups. The Alternatives Program has consistently met or exceeded projected enrollment and job placement since 1981. According to recent Department of Labor studies, the bulk of labor force entrants between now and the year 2000 will consist of groups that have been traditionally underutilized or have experienced labor market barriers - women, minorities, immigrants, and the homeless. The Alternatives Program addresses all of these aforementioned categories; in addition, the Alternatives Program has, since 1985, consistently served 30% or more minorities.

STANDARDS FOR PERFORMANCE:

I. Enrollment
II. Completion of Seminar
III. Entry into Vocational Training or Basic Skills - ABE/GED/ESL
IV. Completion of Training
V. Job Placement
VI. Permanent Housing Established (No longer homeless).
VII. Employment maintained for 13 weeks.

ASSESSMENT

Assessment - Appropriate, accurate, and ongoing assessment is a must for long term success with Homeless participants. It is time consuming and needs qualified, caring staff. It involves immediate needs such as food, shelter, and cleanliness, and at the same time in depth - looking at short and long term goals and ability to derive them, financial counseling and planning, Career Decision Making and Job Readiness Skills, responsibility for ones own actions, self esteem, assertiveness, need for support groups or personal counseling, detection of substance abuse or mental health problems and proper referrals, educational needs both short and long term, financial assistance for education - courses, books, etc., need for counseling of domestic violence victims, needs of transportation and child care, and proper clothing both for the elements and for job hunt, need for Job Club or OJT/Temp Job, medical health needs, or affordable legal services, language barrier assistance, and referrals to D.O.R.S. for physical/mental disabilities, and assistance with proper ID.

The need for quality staff to identify and then properly refer is evident. Also the length of time needed to become familiar with proper referral services. Staff will often work as a Team drawing on each other's expertise.

Probably the most important part of Intake, but to be well done Assessment, continues as an ongoing part of successful Case Management. Assessment has become more in-depth in the second

year. If a participant is less than high school, they can immediately be assessed for the GED located in the same building. Simple Career Decision making assessments can also be started on the first or second visit (SDS - Self Directed Search and COPS - California Occupational Preference Selector are used.) Further assistance can then be obtained from a Career Counselor at the Main Campus. There are also reading and math assessments available at the Main Campus at no charge without an appointment. A fairly short interview with an experienced Certified Substance Abuse Counselor can usually assist in determining whether there is or is not an underlying substance abuse problem. Proper referrals can then begin.

When Homeless couples enter the program, it is important to do the Intakes and Assessment separately. Domestic Violence issues and substance abuse will seldom be shared when the couple is together.

Proper Assessment leads to an Employability Development Plan. This linked with Job Development and Job Club should result in a successful Job Placement. Follow up and Follow through is essential at every step combined with further Assessment and Evaluation from all parties involved - Community Agencies, Alternatives Staff, and most important the Homeless Participant.

Assessment on an ongoing basis combined with the outreach, networking, and linkage in the community leads to successful Case Management.

CASE MANAGEMENT

Case Management is the glue which holds a successful Job Training and Placement Program of the Homeless together. It is done well by highly qualified staff, who really care about the participant they are working with, and will take the time necessary to really follow through. Generally it will take close to a year to develop a good Personal Advocate/Case Manager. It takes at least that long to not only learn all the different Agencies that are willing and available to assist, but to go that "extra" mile and learn not only the name of the agency but also the name of the "Contact" person. The Homeless participant will usually need not just one but three or four referrals and then a follow-up. This is most difficult for the Homeless person who is usually over-tired and stressed. Setting a tone with comfortable surroundings and an offer of a cup of coffee should not be underestimated.

Case Management occurs on two levels - the community and the participant. The community work requires "wearing out shoe leather" and seems to work best from the "bottom-up." The Personal Advocate/Case Manager literally goes out to the area agencies and meets other area service providers telling them about the program and services provided and in time learns about that agency's requirements and services they provide. Then, and this is most important, that outreach must be continued on a weekly basis - same day and at approximately the same time. Other agencies will then schedule their participants to meet with Alternatives staff. If for some reason, the Personal Advocate cannot go out, a phone call to cancel should be made. This must be on-going. This is not a

task to be done from behind a desk. When an outlying Service Provider has referred a participant to your program, and that participant then returns to them with a "success story" a built in recruiter has been established. This takes time, effort and commitment but the result is invaluable. This approach led to the formation of the Fox Valley Consortium for Job Training and Placement of the Homeless.

SUPPORT SERVICES

Support Services are an integral part of the Holistic approach to Job Training and Placement of the Homeless. It is multifaceted and varied as is the Homeless population - individually tailored for each participant by the Personal Advocate/Case Manager. This will involve:

- Emergency food
- Shelter
- Clothing
- Substance Abuse/Mental Health Assessment and counseling
- Child Care
  Lack of available, qualified affordable child care is of primary concern--again 57% of Homeless in this program have children. When starting salaries average $5.75/hr, and child care can run as high as $1.75/hr, the problem is obvious. In addition, licensed child care for infants is almost non-existent as is child care between 5 PM and 7 AM.
- Transportation - usually bus token or gas for car
- Medical care
- Eye glasses
- Clothing for work--boots/uniforms
- Support groups
- Hair cuts
- Showers
- Tuition and books
- Support Groups/Mentors

The following table shows which support services are received most frequently by men or women. The area shelter (Community

Crisis Center) houses only women and children. Therefore, it is not surprising that the male participant is more likely to need showers, food vouchers, laundry vouchers, and so forth.

SUPPORT SERVICES - MEN/WOMEN

JANUARY - JUNE 1990

FOOD VOUCHERS	MALE -	70%
	FEMALE -	30%
KMART AND USED CLOTHING VOUCHERS	MALE -	70%
	FEMALE -	30%
LAUNDRY VOUCHERS	MALE -	67%
	FEMALE -	33%
SHOWER VOUCHERS	MALE -	85%
	FEMALE -	15%
HAIR CUTS	MALE -	75%
	FEMALE -	25%

ENROLLMENT

An Intake Form was developed in October, 1988 with the following demographic information: Name, Address, Social Security Number, Phone, Sex, Age, Birthdate, Displaced Homemakers Status, Marital Status, Number of Children, and their ages, Total number in the Family, Receiving Public Aid, AFDC, Food Stamps, or General Assistance, Education Level Attained, Ethnic Group, a Brief Description of Cause of Homelessness - Unemployment, Relocation, Lack of Affordable Housing, by Choice, Physical Abuse, Run-Away (Teens), or other (described); a name address, and phone of someone who will always know how to contact them, employment status and monthly income, Signature of Participant, Signature of Staff Member

and Date, and how Participant heard of Program.

Coursework Contracts and Job Placement Contracts are also signed, and participants are enrolled in the College Computer Aided Placement Service.

The new JTHDP Client Intake Checklist (Menu 1 and 2) were used as of 1/1/90. Menus 3 and 4 were added in the Spring of 90, and Menu 3B was included as of 12/90. This enables all participants enrolled after 1/1/90 to be enrolled in the CCIP.

If for whatever reason, a participant is not eligible, they are referred to other agencies that can help and a record of that referral documented.

Enrollment is one of the most important Benchmarks for the participant's success in this Program. Rapport is established; immediate needs can be ascertained and acted upon (referral for emergency shelter, food, clothing, personal counseling, substance abuse counseling); a long term Employability Development Plan can then begin. All staff do enrollment and during the first two years of the program all participants who met the definition of Homeless were enrolled. This was done to gather, organize, report, and evaluate demographic data and build a knowledge base for job training and placement of the Homeless.

BASIC SKILLS:

If the participant has not completed High School, or if the participant has a High School Diploma but feels deficient in basic skills (reading - math,) they are immediately referred to the ABE/GED - Adult Basic Education Department of Elgin Community

College. The ABE Department is housed in the same building (Fountain Square Campus - Downtown Elgin) as the Alternatives Program. An immediate Assessment Test (TABE or ABLE) is administered, and since the Program is Open Entry/Open Exit, the participant can generally begin classes the next day - both morning and evening classes are available, and child care is available both at the Main and Downtown Campus. If the reading level is below sixth grade, a Literacy Volunteer from the Elgin LVA Program will be found to work individually with the student in addition to the regular class.

In completing the Employment Development Plan, the decision of an immediate job hunt, vocational training, or both education and employment is generally left to the participant. It has been the Alternatives Staff experience that the majority of Homeless Participants need assistance with Occupational Decision Making and Job Readiness Skills and need placement quickly.

SEMINARS:

Monday through Friday, one week 3 1/2 hours per day. Held at Elgin Community College, Fountain Square Campus.

The intensive workshop uses group dynamics to help participants pursue career direction and learn successful job hunting skills. Topics include Value Clarification, Occupational Decision Making (using the "California Occupational Preference Selector" and the "Self Directed Search"), Learning Style Assessment, Informational Interviews, Goal Setting, Work Values and Activity Preference, Resume' and Application Form Writing,

Financial Assessment, Analysis of Skills, Interviewing Skills, and Job Survival/Retention/Growth Skills. Also, mock interviews with area Personnel Managers are provided for practice and feedback. The Director, the Coordinator, the Manager and/or Personal Advocate/Fox Valley Consortium will conduct the Seminars. If there are five or more interested participants at the Community Crisis Center or the Salvation Army, the Seminar will be held at the Centers. If participants are not able to attend the Seminars, Staff will work individually at least three times with them to implement an Employability Development Plan, View Job Hunting/Job Retention Videos, and if necessary develop a Typed Resume'.

The week following each Seminar, participants will meet individually with both the following:

A. Director/Manager - to create a step by step realistic plan by which participants can reach their future job ideal. This will include immediate Job Club or short-term - 5 - 8 - 16 week vocational training followed by Job Club, or both. Those entering training will also meet with a College Career Counselor, have Placement Tests in Math, Reading, or English if needed, or be referred to JTPA for On-the-job Training.

B. Coordinator/Personal Advocate - to develop and complete a Resume' if necessary. These will be typed by the Secretary. Participants are also registered with the Elgin Community College "Computer Aided Placement Service," which is used by over 800 area employers

yearly. In addition, ABE/GED/ESL or credit vocational coursework follow through is facilitated.

HISPANIC SEMINAR:

The Hispanic participants complete a similar Bilingual seminar held at Centro de Informacion or Elgin Community College. It is Bilingual Job Preparation and Occupational Decision-Making followed by individual planning sessions. These services are provided by the Bilingual Coordinator and done at the Shelters if warranted, and are also done meeting individually with the participants at least three times if they cannot make the Seminars.

TRAINING

In the first year (10/88 - 9/89) 71 Homeless participants were mainstreamed into the college credit vocational programs. In the second year and a half (10/89 - 3/91), 129 mainstreamed into credit classes.

Vocational credit training programs of between 5 and 16 weeks in length - Certified Nursing Assistant, food sanitation, auto mechanics, data processing, keyboarding, accounting, maintenance, welding, and machine tool (CAM) are the most frequently chosen.

Also ESL is provided at no charge at Elgin Community College, Centro, or the YWCA. 10/88 - 9/89 - 16 ESL enrolled; from 10/89 - 3/91 32 ESL enrolled.

Participants are assisted by the Manager, Coordinator or

Bilingual Coordinator, or Personal advocate, with tuition, books, child care if necessary, and bus transportation to and from credit classes. A Bilingual Machine Tool Class, Welding Class, and Automotive Class, has already been established. In addition to the credit classes and ESL, ABE/GED enrollment for 10/88 - 8/89 was 27, for 10/89 - 3/91 the number enrolled was 146. Job Club attendance rose from 81 in the first year to over 500 in 10/89 - 3/91.

All participants have an appointment with an Elgin Community College Career Counselor and are also given PELL Grant Applications. Participants are generally advised to take only one class since most have never before taken college classes. A Single Parent Student Club has been established, meeting on Thursdays as a Support Group. Follow-ups are attempted every four weeks with tutoring available through the College Special services at no charge. Participants complete short-term vocational training confirmed by College Records. There is also a Teaching/Learning Center now open at the Fountain Square Campus which utilizes computer aided instruction and tutoring at no charge.

Women were more likely to enroll in and attend ABE/GED classes and credit classes; although few overall attended the Seminars - Homeless women were the most likely (88%); men were the most likely to attend the daily job club (74%) - get placed in jobs, and retain the jobs. As was previously mentioned, due to staff efforts and increased support

services, the retention rate for Homeless women was significantly increased. Enrollment for ESL was low but almost equal between men and women.

JOB PLACEMENT/PERMANENT HOUSING/RETENTION

Job Placement is achieved by a holistic, case management approach. Self-direction is facilitated and encouraged. Job Club is ongoing and has been expanded to every day of the week. Additional Job Clubs are held at the Crisis Center when warranted. Over 80% of participants who actively attend Job Club are placed. Each client attending will be provided with at least one new job interview. Clerical candidates receive a typing test in the Elgin Community College Secretarial Lab to indicate their current typing speed.

The Job Club uses group dynamics and peer support to enable clients to share interests and job aspirations. They review newspaper ads, use immediate access to jobs in Elgin Community College's Computer Assisted placement Service (CAPS), and make direct calls to employers. Participants are able to choose quality clothing for interviews from a donated wardrobe and are also referred to a resale shop where they can choose clothes. (Up to $20/participant). In addition, a Positive Peer Support Group has been incorporated into the Job Club emphasizing positive self esteem, taking responsibility for one's actions, good work ethics, and how to maintain and grow with a position once it is secured.

Job Development is accomplished through employer visits

and attending local meetings - Chamber of Commerce, Personnel Association, Women's Council of Chamber of commerce, Health and Welfare luncheons, a linkage with Job Service, the local JTPA programs, and Centro de Informacion.

All staff share responsibility for job placement each placing and doing follow-up under direction of the Manager and Coordinator. The Bilingual Coordinator assisted by placement services at Centro de Informacion places and does follow-up on Hispanic Homeless.

Permanent Housing will follow as a domino effect after job placement through networking, ads, and a list of housing leads kept on file. Once a permanent, full time (30 hours) unsubsidized position has been confirmed, the Alternatives staff continue to facilitate the Homeless Participant's efforts to find affordable, permanent housing. This is done through listings of possible housing units shared with the Crisis Center, links with area Realtors, and newspaper ads. When housing has been found, the Alternatives Manager/Director can voucher $100 directly to the confirmed landlord through the Crisis Center. Although not enough, this can usually be combined with funding from the Crisis Center, Salvation Army, Two Rivers, and occasionally area churches to give the participant the first month's rent and security deposit. The Salvation Army will often assist at no charge with sheets, towels, blankets and household items to help the participant get started.

Retention and Job Survival are facilitated with active follow-up, one week, then every month after placement until 13 weeks is confirmed. Intervention with an employer can prove effective; for example, a particular course to update a client's skills has made retention possible. On-the-job training is limited but has been done with the cooperation of local JTPA and by request of participant if unsubsidized employment seems unlikely. Record of referrals are now being kept between JTPA and the Alternatives Program.

In the first year very few participants were ever referred to a "Temp" service. However, in the second year this has become more frequent. Many employers in the area are now hiring only after participants have "proven" themselves through several months of successful "Temp" employment. Records of these "Temp" jobs have been kept separately. In many respects these "Temp" jobs are similar to OJT but are private sector funded. The "Temp" Service Staff keep in close contact with Case Managers/Personal Advocates in Alternatives and immediately inform of any problems such as poor work habits, attendance problems, etc. The unemployment rate in Elgin is currently at 7.7% (IDES - 3/91).

Services for Homeless Youth (ages 16 - 21) are also provided and active referral to the Youth Training Program housed at Elgin Community College, Downtown Fountain Square Campus, is in place. This Youth Program is a sub-contract with JTPA, Northern Cook County - Private Industry Council and

Provides ABE/GED Training and Job Placement for youth ages 16 to 21. Referrals between the programs are already on-going.

IV. PROGRAM IMPLEMENTATION

Actual work with Homeless women and their children began through Alternatives at Elgin Community College in 1985. Active outreach began in '85 to the area shelter for women and children (Community Crisis Center) located two blocks from the Downtown Campus and the Elgin Public Aid Office. Of seven such programs in the State of Illinois, it was one of only two that were successful that first year. The program continued to meet or exceed its goals of Job Training and Job Placement, and in 1988, the project manager for this Family Crisis Project in Springfield encouraged Alternatives to apply for the JTHDP through the United States Department of Labor and sent the RFP to Alternatives.

In preparing the RFP, Alternatives contacted the Directors of four agencies. The Community Crisis Center, the Public Aid Office, Centro De Informacion, (The Hispanic Community based organization which has worked with Alternatives since 1985 in providing all services in Spanish,) and the Salvation Army. All agencies had input into the development of the grant proposal including projected numbers served and amount requested.

Upon approval of the Homeless Grant - 10/88, referrals began immediately, for the Consortium of Agencies was in place and had already worked together for three years.

All new staff were hired and in place by 11/88. The staff was and remains extremely well qualified. Currently, one is at the

doctorate, two at 50 hours beyond the masters, three at the masters level, two trained in substance abuse counseling and mental health. One has 20 years experience in Volunteer Organizations, and one was the Director of Job Placement and Financial Aid at a Community College for 17 years. Two are beyond retirement, five Bilingual (3 Hispanic, 1 Indochinese, Lao and Thai, and one Bengali.) 12 are women, 3 men and 7 minority. They are all dedicated, caring professionals.

Two main problems were encountered the first year. One was the payment for emergency and permanent housing. Because of the approval system, checks usually take at least two weeks through the College. Also, the Crisis Center was the agency in the Community which usually handled housing assistance. Therefore, the second year, assistance for housing - both emergency and permanent - has been vouchered through the Crisis Center. A much better arrangement for Homeless participants and both agencies.

The second problem was the actual number of Homeless. The grant projection of 250 for the year was better than doubled - 569. To accommodate the number, the program was increased from $150,000 to $331,000 in the second year. The numbers of homeless, however, continue to swell. In the second year, it was projected that 500 new participants would be enrolled; the actual number was 717. (In addition, daily calls and visits are received from the potential homeless, those who have either five (5) day eviction notices from their landlords or court ordered evictions. These people are referred to other agencies.) This issue has been addressed by

Consortium Directors, Alternatives Staff, and most importantly by former Homeless participants who are now employed with stable housing. They have volunteered their time for an Advisory/Mentor Group. The conclusion has been to serve fewer participants better. This will be discussed in Section IX in more detail.

The implementation of the CCIP has proven most time consuming rather than time saving. The program was not available until 1/1/90; therefore, the first three months of the second year (10/89 - 12/89) are not included. Also, only Menu 1 arrived for use on 1/1/90; Menu 2 came about one month later and Menu 3 and 4 arrived in the Spring. Much time was thus spent in catch up. There are still flaws in the system. However Alternatives wishes to thank ROW Staff and the evaluator at NIU for their time and expertise in addressing the many difficulties. It is understood that a new program is currently being developed to act on these concerns. The problem of Homeless is much too acute and the volume too great to be addressed by anything less than an excellent system in which all have confidence.

V. PROGRAM LINKAGES

The multifaceted nature of Homelessness demands a Consortium or Coalition approach; indeed, a community response to the Homeless in their midst is needed combining private sector with local, state, and federal resources.

Key Elements - Shared staff, formal subcontracts, visits, shared staff meetings, frequent phone contact.

The Consortium approach, a group of agencies working together, has proven to be a successful way to approach the many problems of the Homeless Participant. In the second year this has grown not only more evident but has expanded to include well over 30 different agencies, service providers, and churches. Plans are underway to expand the Consortium to a Coalition of Community agencies. The Consortium would remain as the Hub with periodic meetings of all interested community components.

Consortium - Works best - bottom up, grass roots. Generally takes several years to fully develop.

Four (4) Main Linkages - Formal subcontracts with one (1) - the Community Crisis Center. Staff visits to all four at least once each week, phone calls often daily.

1) Community Crisis Center - Area shelter for women and children. Office provided for Alternatives staff. Formal subcontract for 24 hour professional support services and referrals. Also voucher all emergency and permanent housing funds through the Crisis Center.

2) Centro de Informacion - Hispanic community-based organization. Has worked with Alternatives since 1985. Recruiting, and ESL classes done both at Centro and ECC.

3) Salvation Army - Referrals and recruiting, provide emergency food, clothing, furniture, etc., at no charge to program. Currently remodeling, bringing up to code, in order to provide overnight shelter to Homeless men, families, and over flow women and children from Crisis

Center. Also provide funding for permanent housing, emergency housing, and gas for cars.

4) Public Aid Office - Referrals, emergency food vouchers, food stamps, and medical card. Can provide emergency assistance for victims of domestic violence--up to $1,200 if abuser was legal spouse, police record made and was recent. Can also assist other Homeless with proof of eviction. Director of Public Aid has often assisted with "red tape" issues. Will provide child care and transportation assistance for AFDC recipients.

5) Alternatives-ECC - Provides:

a) intake/assessment/case management

b) seminars on occupational decision making and job readiness skills

c) daily job club

d) ABE/GED/ESL assessment tests and classes

e) vocational training credit classes

f) career counselors

g) computer aided job placement office

h) job placement and follow-up

i) certified substance abuse and mental health counselors

j) support groups

k) CCIP data entry

l) many support services including clothes for interviewing and uniforms or work boots.

m) referrals

n) grant administration

o) tuition, books, bus tokens and child care provided.

These five agencies provide the hub or nucleus of services to the Homeless. However, the entire community is responding. Especially in the second year, and noticeably in the third, more agencies and private individuals are joining. It is now planned to maintain the original five agencies as the nucleus of the Consortium, but to expand and meet periodically with a host of other agencies as the "Fox Valley Coalition for Job Training & Placement of the Homeless."

Other agencies actively involved:

1) Elgin Mental Health Center - Cross referrals and assistance with housing and in-patient services

2) Ecker Mental Health Center - Out-patient services and assistance with housing

3) Renz Center - Substance Abuse Counseling Center -- however, long waiting list. "Passages" (substance abuse treatment for women).

4) A.A., N.A., Alanon, A.C.O.A. - Both Spanish and English on-going groups and emergency assistance.

5) Veterans Administration - Have provided personal transportation for vets to substance abuse treatment and hospitalization for medical problems.

6) Shop 'N Share - Area resale shop accepts vouchers for Homeless.

7) Y.W.C.A. - Provides showers for Homeless for $1.00. Also assists with child care and summer day camp.

8) - 17) - Ten Area Churches - Providing PADS shelter and soup kitchen now seven days per week (list attached).

18) Family Service Association - Provides emergency personal counseling -- for example, suicide threats and personal financial counseling.

19) Two Area JTPA Groups (KDK & Northern Cook County (PIC)- Provide OJT although limited, counseling and job training/placement.

20) Illinois Department of Employment Security - GATBY test at no charge, two case workers for assistance with job search, one for vets, assistance with unemployment insurance and follow-ups using unemployment insurance records.

21) Illinois Probation Officers - Office directly across the street.

22) Elgin Housing Authority - Assistance with vouchers, certificates and Section 8 Housing, two year and waiting list.

23) Hessed House - In Aurora--has PADS shelter, food, clothing, and will open Transitional Housing for 57 in 07/1991. Has worked cooperatively with Alternatives.

24) The Mission - In Aurora--shelter for over 100 men and about 12 women. However, strongly church oriented.

25) Half-Way House - For men in Elgin sponsored by Lutheran Social Services--refers all residents to Alternatives for job training/placement.

26) Ad Center - Lutheran Social Services in-patient treatment center in Elgin.

27) D.O.R.S. - Provides counseling and job training/job placement for those on SSI. Excellent joint efforts and referrals.

28) Fox Valley Center for Independent Living - Provides assistance for the handicapped Homeless. One of their counselors is a former Alternatives participant.

29) Lens Crafters - Private sector business provides eye glasses for Homeless.

30) St. Joseph Center - Combined effort of St. Joseph Church and St. Joseph Hospital--providing free medical services for homeless. Planning to provide warming center during the day.

31) Sherman Hospital - Provides emergency psych evaluations and admissions. Their personnel director has also volunteered to do practice job interviews and has hired Homeless.

32) Apostolic Christian Rest Haven - Executive Director, R. Schmidgall--volunteers to do practice job interviews and has hired Homeless.

33) Elgin Precision Glass Company - M. Smith, personnel, has volunteered to do practice job interviews and has hired Homeless.

34) First National Bank - Has provided gifts at Christmas and job interviews.

35) One Church/One Family - Adopts Homeless families and provides support.

36) Living Lord Lutheran Church - Bartlett has adopted a homeless family and often provides transportation for the Homeless.

37) DCFS - Provides listings of licensed day care.

38) W.I.C. - Provides medical assistance and food for pregnant women and children.

39) Keystone Realty - Barbara Maning provides many leads of private sector housing for employed, former Homeless. Has twice joined meetings with HUD representatives.

40) Victor Munson - Private contractor planning to re-hab Douglas Hotel (now shuttered) for 40 units of low cost housing (1 Bed Room and efficiencies). Met with HUD representatives.

41) Many other private sector businesses and landlords.

VI. PROGRAM OUTCOMES

First Year - 10/01/88 -- 09/30/89 $150,000

	Projected	Actual		%
		12/89	12/90	%
Enrollment	250	569	569	227%
Trained	115	233	233	203%
Placement (Permanent, Full-Time, Unsubsidized)	125	186	288*	230%
13 Week Retention	125	69	127 *	101%

*The Result of long Term Commitment and Follow-up confirmed by Unemployment Insurance Records.

Retention Rate -- 127/288 = 44%

Cost per participant -- $263.62

Cost per placement -- $520.83

Cost per 13 week retention -- $1,181.10

Average Wage at Placement ----------$5.34

Average Wage at 13 Weeks ----------$5.44

Permanent Housing ----------137

Year Two - 10/01/89 -- 03/31/91		$331,000/$123,301
	Projected	Actual
Enrollment	500	852
Trained	230	614
Placement (Permanent, Full-Time, Unsubsidized)	250	*296
Housing Upgrade	250	405
13 Week Retention	250	**144

*Plus 31 "Temp" Jobs not counted in this figure.
**As shown in the first year, this will increase substantially by 12/1991; the homeless population needs long-term commitment.

Cost per participant -- $533.22

Cost per placement -- $1,534.80

Cost per 13 week retention -- NA

Retention rate 50.17
(Only 287 of the 296 jobs could be counted as 13 weeks - 144/287)

Average Wage at Placement ----------$5.69

Average Wage at 13 Weeks ----------$5.57

Average Weeks of Training ----------12

Average Training Cost ----------$739.90

Housing Upgrades ----------405

VI. PROGRAM OUTCOMES

The tables for the two years show total homeless population served including those with Mental Health and active Substance Abuse problems. The tables also show that job placement and retention for 13 weeks and longer is possible with the Homeless population.

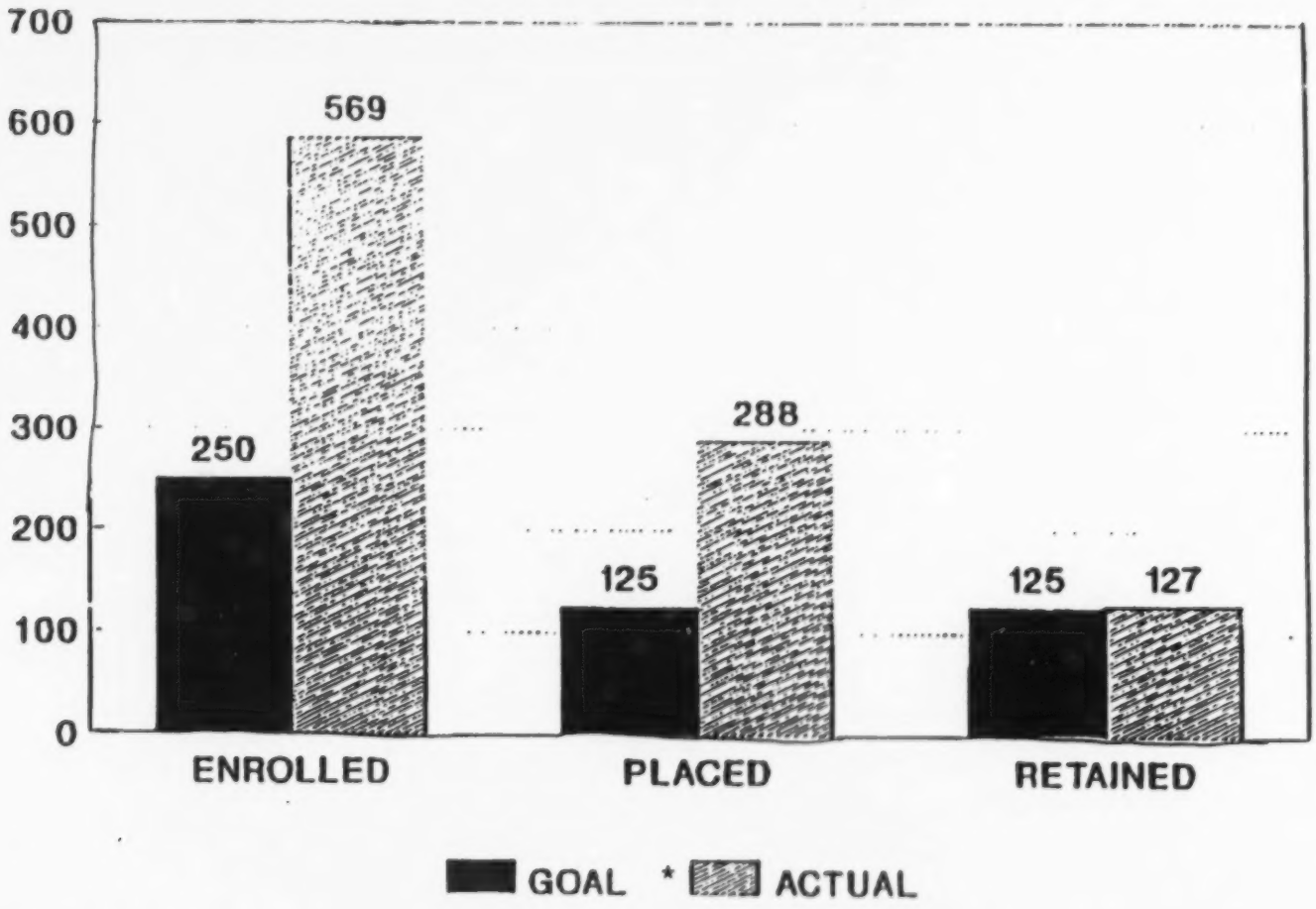
Graph one shows the projected outcomes of Year One compared to actual outcomes. Keep in mind these actual outcomes were documented with Unemployment Insurance Records in 12/90 - one year and three months after the end of that grant year. In 12/89, the actual placements were 189 and actual 13 week retention were 69. This difference between Short Term and Long Term follow up is pictured in Graph Two.

Graph Three shows the outcomes of Year One and Year Two. Again, note the final results of year one for job placement and retention were obtained one year and three months after the end of the grant (12/90.) Truly comparative results will be done in 12/91 and again in 6/92 using Unemployment Insurance Records.

The numbers also show that not all homeless participants are able to enter unsubsidized employment immediately. 54% of participants have children, and 44% are less than high school. almost 60% are only at the GED level or less. This is conbined with a post-industiral Job Market where over 80% of the positions require training beyond high school.

Chart II (Pg. 37D) shows the current Client Flow Chart Model. Using this model, Alternatives will enroll those Homeless who will benefit the most from Job Training and Placement.

OBJECTIVES YEAR 10/88 - 9/89



GRAPH I

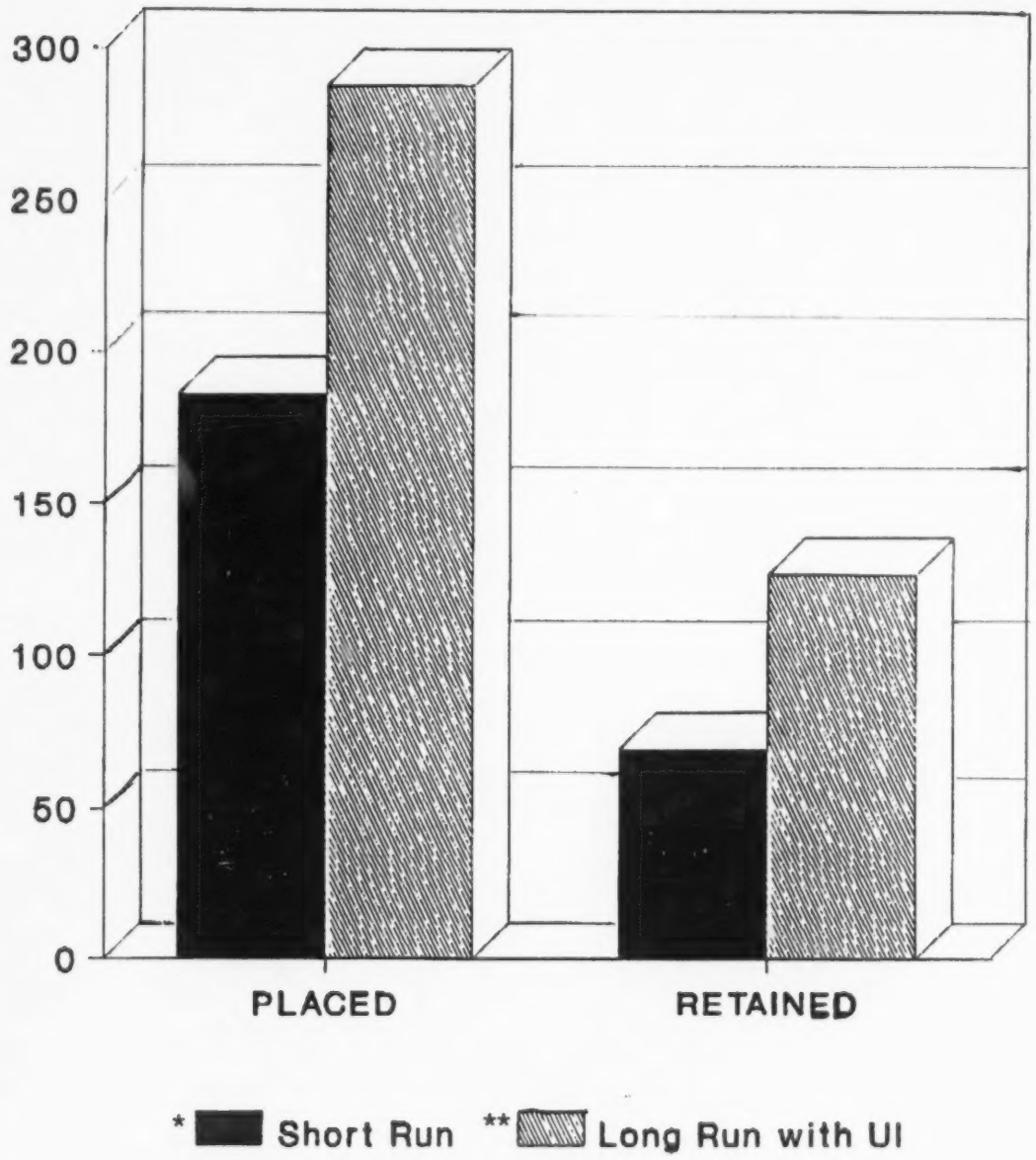
37A

ECC - Alternatives

*PLACEMENT NUMBERS OBTAINED USING UNEMPLOYMENT INSURANCE RECORDS 12/90

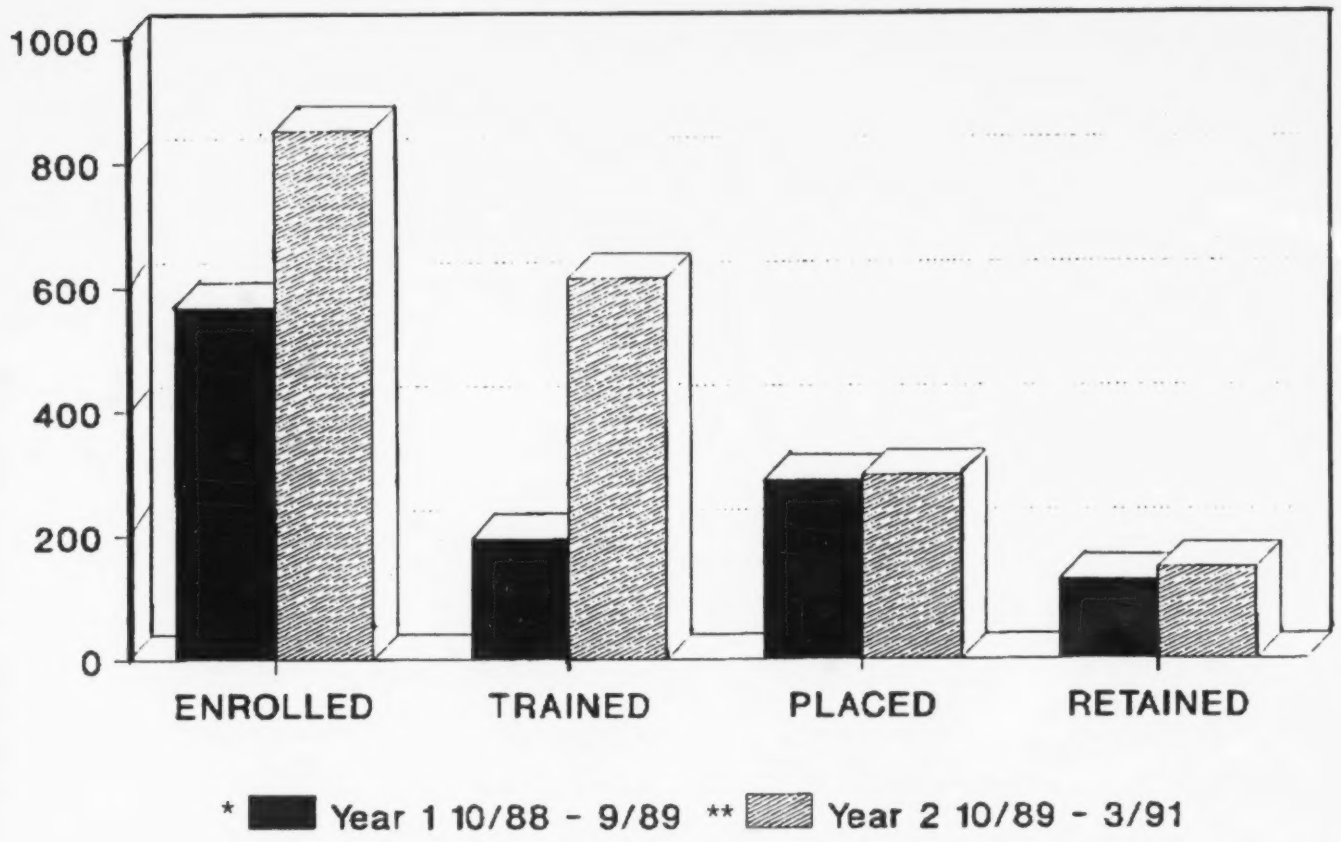
GRAPH II

LONG RUN Vs. SHORT RUN FOLLOW UP
YEAR 1 OCTOBER 1988 - SEPTEMBER 1989



* FOLLOW-UP DONE 12/89
** FOLLOW-UP DONE 12/90

ALTERNATIVES PROGRAM ENROLLMENT
ELGIN COMMUNITY COLLEGE: YEAR 1 & YEAR 2



GRAPH III

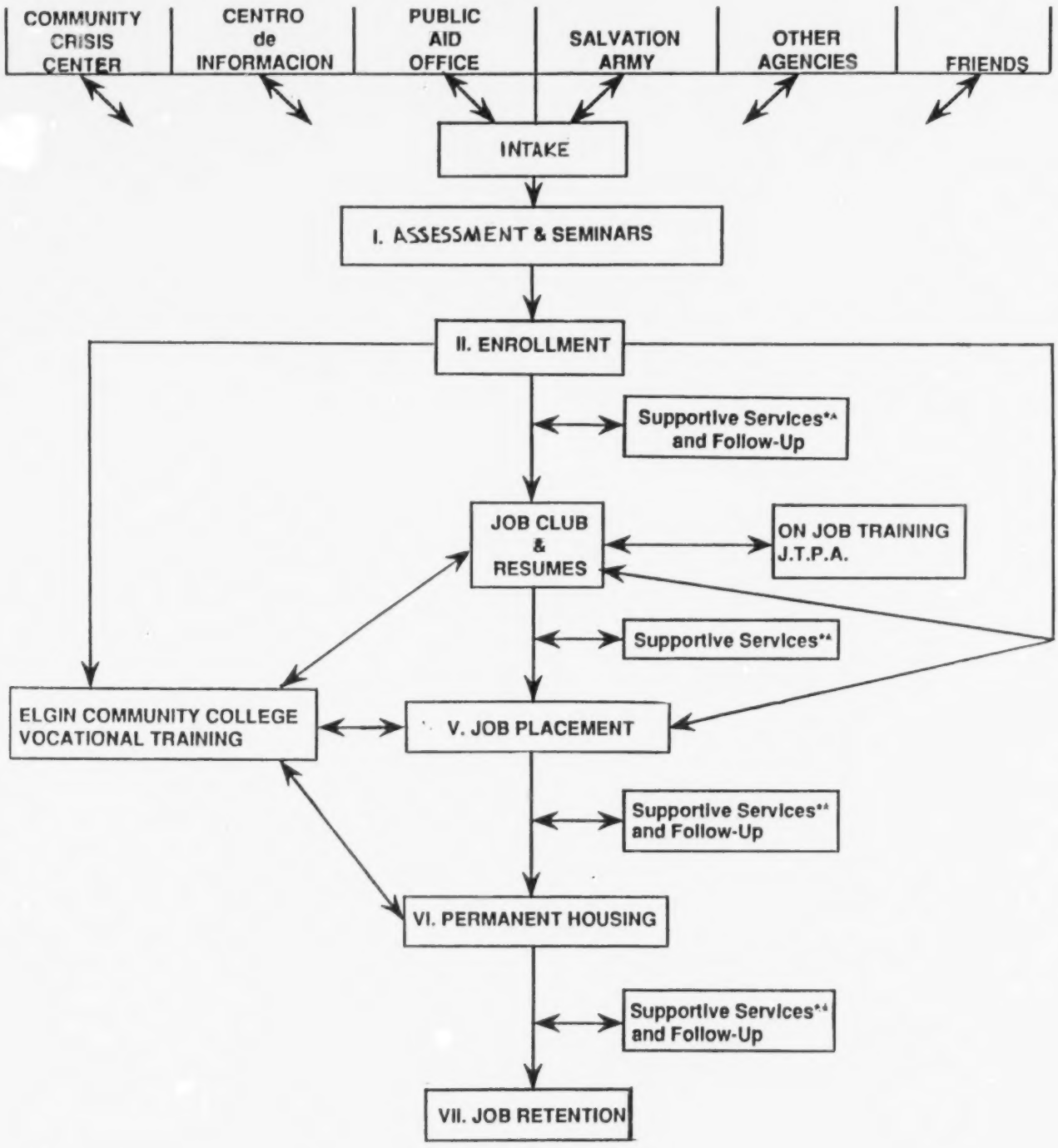
* YEAR 1 FIGURES (10/88 - 9/89) OBTAINED IN 12/90 - OVER ONE YEAR AFTER END OF PROGRAM.
** YEAR 2 FIGURES ONLY THREE MONTHS AFTER END OF PROGRAM.

CHART II

FOX VALLEY CONSORTIUM FOR JOB TRAINING AND PLACEMENT OF THE HOMELESS

1991 - 1992

CLIENT FLOW CHART



*Services for the Hispanic and Indochinese Limited English Proficient

^*Individual Counseling

Support groups led by certified counselor

Child care, transportation and tuition reimbursement available to eligible clients

Some participants will never be able to hold unsubsidized positions because of Mental Health problems but are suitable for sheltered employment, and referrals to DORS (Department of Rehabilitation Services) are active. Some participants are unable to maintain positions because of Substance Abuse; nevertheless, some have been successfully retrained after treatment. Many of these participants are single men and Viet Nam Veterans.

Limited English is an additional barrier to employment, for approximately 12% of participants, but this barrier has been overcome and in many instances led to retention.

Graph III also shows that the number of Homeless participants trained in the second year was three times that of the first.

VII. PARTICIPANT CHARACTERISTICS

OVERALL -

The number of Homeless participants for both years has exceeded projections given by Consortium Directors. With the current unemployment in Kane County now at 7.7% the problem continues to increase (Illinois Department of Employment Security 3/91.)

The Homeless participants in the program show an increase in minorities represented versus total current population (Hispanics in total population 18+%, in Homeless enrollment is 24%; Black in total population approximately 9%, in Homeless enrolled it is 27%.) (U.S. Census 1990.)

Although the number of women seen in both program years has remained almost constant (at 300+) the percent of Men/Women has

changed - first year (10/88 - 9/89) men were at 42%, women at 58%; second year and a half (10/89 - 3/91) men at 56%, women at 44%. In the first year 62% of participants had dependent children homeless with them; in the second, 54% had dependent children.

SUBSTANCE ABUSE/MENTAL HEALTH

One weakness in Characteristics is the percent of Substance Abuse/Mental Health data. In Table I, Reasons for Homelessness - Mental Illness is given at 3.8%, Alcohol Abuse - 16%, and Drug Abuse - 9.2%. Again in Table I, Obstacles as Perceived by the Client - Alcohol Abuse - 13%, Drug Abuse 6.8%.

From projections made by the two Certified Substance Abuse Counselors on staff and Consortium Directors, the percent of total population is at least 50 - 60% Substance Abuse/Mental Health problems with an additional 10% being the Adult Children of Substance Abusers or Physical Abusers.

A much more accurate reflection of this problem will be obtained in the next grant year, for as of 5/1/91, a pre-requisite to enrollment in the program is an interview with the Certified Substance Abuse Counselor/Mental Health Specialist.

RETENTION

In the first year of the grant, (10/88 - 9/89) there was a 10% drop between women placed and women retained for 13 weeks. It was projected that a probable cause was difficulty with obtaining and the cost of child care. In the second year (10/89 - 3/91,) personal advocates made an effort to increase support services offered to women after placement, and this trend was reversed.

(Women placed - 28.9%, 28.7% of those retained were women.)

In addition, although not required, a long term follow up of the first year participants - total population - using Unemployment Insurance Records was done (12/90). Of the 569 participants seen - 288 were placed - 50.6%, and 127 retained for 13 weeks and longer (44%.) 61% of those originally retained at 13 weeks were still employed. Also, of the 569 participants seen - 188 were seen again usually more than once in the second year. The need for long term commitment to this population is evident.

In Ethnic retention - Table I, the White and Black show a slight reduction between percent placed and percent retained; however, the Hispanic shows an increase between percent placed and retained. This was also noted the first year. Also, under Obstacles as Perceived by the Client - "Limited English" - placement percent equals 13.8 while retention equals 20.8.

Those who are single show a slight decrease between percent placed and retained while those married, separated, and widowed showed a slight increase.

With Education as the variable, Less than High School (Dropout) went from 31.8% of those placed to 37.5% of those retained. This increase in retention for those Less Than High School was also noticed in the first year.

With Participants Less Than High School and Limited English Proficient even though 13 weeks is used as a successful benchmark, further ESL, GED, and vocational training must be occurring simultaneously with job placement, for 1 to 2 years from now they

will be the first laid off and the cycle of Homelessness will continue.

Note also the drop in retention rate for those in Transitional Housing. Many are in Half Way Houses and even after treatment is sought, recidivism is high (60% for first treatment - alcohol, 90% for Cocaine.) In addition, note the slight increase in retention for those living with Friends/Relatives rather than the Streets and Shelters.

The largest increase between percent placed and percent retained is found in these participants who enter the program with "None" listed as "Source of Income/Support for the last 6 months." (Percent placed = 10.9, Percent Retained = 24.6)

COMPARISON OF SEVERAL VARIABLES

The Homeless Population presents many and various barriers/challenges to employment. Again, note that Substance Abuse/Mental Health has not been fully documented. However, in an attempt to better comprehend the single variable results, the following Frequency Tables were developed. Table II compares Ethnic/Education. The Hispanic had the highest percent Less than High School, (17.9) followed by White, (14.7) and then Black, (10.5.)

Table III compares Ethnic/Less Than High School/and 13 Week Retention. Again the Hispanic Less Than High School shows the greatest percent - 50% of Total Less than High School - 13 week retention, and - 19/26 or 73% of Total Hispanic Retention.

Also playing a role, is the Intake Housing Situation. In Table IV, Ethnic/Intake Housing Situation/and 13 Week Retention are compared. The White, Black, and Hispanic retention rises when Housing on Intake is with Friends/Relatives.

Table V compares the Frequency of Length of Homelessness on Intake/to 13 Week Retention. It shows that 91% of Homeless participants in this program have been Homeless less than one year, over half less than one month. It also shows successful placement and retention is possible for long term Homeless although numbers are small.

TYPES OF JOBS

Table VI shows that the most frequent jobs secured and retained are Service, Laborers, Operators, and Office/Clerical in that order.

CHANGE IN HOUSING STATUS

Table VII compares Housing Status at Intake to most recent or "Present Housing." Note that of those on the street at Intake, None (0) remain on the street at 13 week retention. Of those in shelter at Intake; only one (1) remains at the 13 week mark. Of those in transitional housing, seven remain; generally those managing the Half Way Houses encourage participants to stay for six (6) months.

TABLE I

CCIP - 1/1/91 TO 3/31/91

PARTICIPANT CHARACTERISTICS BY PROGRAM STAGES

	ALL	PLACED	TRAINED	13 WEEK RETENTION
	PERCENT	PERCENT	PERCENT	PERCENT
MALE	56.0	71.1	66.5	71.3
FEMALE	44.0	28.9	33.5	28.7
ETHNIC				
WHITE	46.3	48.9	47.8	46.5
BLACK	27.2	28.8	28.6	25.7
HISPANIC	24.0	20.0	21.1	25.7
ASIAN/PI	1.0	0.8	1.2	0.0
AMERICAN INDIAN	0.7	0.8	0.6	2.0
OTHER	0.7	0.4	0.6	0.0
VET STATUS				
VETERANS	9.5	15.0	14.0	13.9
NON VET	89.5	83.7	84.5	85.1
DISABLED VET	0.7	0.4	0.9	0.0
MARITAL STATUS				
SINGLE	51.2	52.7	55.6	44.6
MARRIED	17.5	17.9	15.5	24.8
SEPARATED	13.7	11.7	12.1	12.9
DIVORCED	16.7	16.7	15.5	15.8
WIDOWED	0.9	0.8	1.2	2.0
CHILDREN				
0	46.0	51.5	53.4	48.5
1	18.9	20.9	18.6	15.8
2	18.5	16.7	14.3	20.8
3	10.2	6.3	7.5	9.9
4	4.6	3.8	4.0	4.0
5	1.2	0.4	1.2	0.0
6	0.2	0.0	0.0	0.0
7+	0.4	0.4	0.0	1.0

CCIP - 1/1/91 TO 3/31/91 - CONTINUED

PARTICIPANT CHARACTERISTICS BY PROGRAM STAGES

	ALL	PLACED	TRAINED	13 WEEK RETENTION
	PERCENT	PERCENT	PERCENT	PERCENT
REFERRAL SOURCE				
FLIER	1.0	0.4	0.9	1.0
POSTER	0.5	1.3	1.2	1.0
WALK IN	6.3	4.6	6.8	4.0
WORD OF MOUTH	44.7	47.3	47.5	51.5
IN SHELTER/STATE AGENCY	5.6	5.9	5.9	6.9
COUNTY/STATE AGENCY	18.9	16.7	19.3	14.8
OTHER AGENCY	22.3	23.8	18.3	20.8
EDUCTION				
HIGH SCHOOL DIPLOMA	33.4	40.6	38.8	40.6
GED	13.8	13.8	14.9	8.9
LESS THAN H.S.	44.0	31.8	38.5	37.5
ASSOCIATE DEGREE	26.0	6.3	4.3	5.0
CERTIFICATE/VOC.	2.7	3.3	3.1	4.0
COLLEGE DEGREE	0.4	0.4	0.6	0.0
ADVANCED DEGREE	3.7	3.8	2.5	4.0
CURRENT HOUSING SITE				
STREET	18.2	18.4	18.9	18.8
SHELTER	16.1	14.2	14.5	13.9
TRANSITIONAL HOUSING	11.7	15.0	14.6	8.9
FRIENDS/RELATIVES	53.9	52.3	51.9	57.4

AGE	TOTAL	PLACED	TRAINED	13 WEEK RETENTION
14-18	0.8	0	0.3	0
19-25	34.6	31.2	35.4	37.2
26-30	18.3	19.8	18.8	16.3
31-35	20.6	25.7	22.0	17.4
36-40	11.1	9.4	9.0	10.5
41-45	8.6	9.4	8.3	11.6
46-50	3.5	1.9	3.9	3.5
51-55	1.0	0.4	0.7	0
OVER 60	0.3	0	0	0

CCIP - 1/1/91 TO 3/31/91 - CONTINUED

PARTICIPANT CHARACTERISTICS BY PROGRAM STAGES

	ALL	PLACED	TRAINED	13 WEEK RETENTION
	PERCENT	PERCENT	PERCENT	PERCENT
REASONS FOR HOMELESSNESS (MULTIPLE REASONS PER PARTICIPANT)				
JOB LOSS	53.6	63.2	62.7	69.3
EVICTION	18.3	19.6	19.9	17.8
UNABLE TO PAY RENT	37.9	39.7	42.2	37.6
RUNAWAY	1.3	0.8	1.2	0.0
LACK OF AFFORDABLE HOUSING	44.4	41.0	46.3	35.6
PERSONAL CRISIS	38.2	34.3	36.6	27.7
FAMILY ILLNESS	3.9	3.8	2.5	2.0
*MENTAL ILLNESS	3.8	1.7	2.2	2.0
*ALCOHOL ABUSE	16.0	20.5	21.4	16.8
*DRUG ABUSE	9.2	12.1	12.4	6.9
TERM. OF PUBLIC ASST.	4.3	3.3	4.7	3.0
PHYSICAL DISABILITY	4.5	3.3	3.1	3.0
DIVORCE/TERM. OF RELATIONSHIP	13.7	10.0	13.7	7.9
HOUSING CONDEMNED	3.9	5.4	4.0	3.0
OTHER	16.3	15.1	13.7	17.8
SOURCES OF INCOME/ SUPPORT/LAST 6 MO.				
WAGE	38.5	46.9	49.0	39.6
STATE GEN. ASSIST.	4.2	6.3	5.3	5.0
FOOD STAMPS	18.0	17.1	14.9	14.9
UNEMPLOYMENT COMP.	3.5	5.0	5.0	7.9
SSI	2.6	2.0	2.8	0.0
SOCIAL SECURITY	0.6	0.0	0.6	0.0
SOC. SEC. DISAB. INS	0.7	0.4	0.3	0.0
VET. ADM. COMP.	0.1	0.4	0.3	0.0
AFDC	9.9	6.7	5.9	5.0
OTHER	3.8	4.1	4.3	3.0
NONE	18.0	10.9	11.6	24.6

*DENIAL PART OF ILLNESS

CCIP - 1/1/91 TO 3/31/91 - CONTINUED

PARTICIPANT CHARACTERISTICS BY PROGRAM STAGES

	ALL	PLACED	TRAINED	13 WEEK RETENTION
	PERCENT	PERCENT	PERCENT	PERCENT
OBSTACLES AS PERCEIVED BY THE CLIENT (MULTIPLE REASONS PER PARTICIPANT)				
DAY CARE/ DEPENDENT CHILD.	19.3	12.1	14.9	10.9
DISPL. HOMEMAKER	16.3	11.7	14.6	9.9
PREGNANCY	3.8	2.5	2.2	2.0
OLDER WORKER	0.6	0.8	0.6	1.0
ALCOHOL ABUSE	13.0	17.1	16.7	10.9
DRUG ABUSE	6.8	10.0	9.9	5.9
PHYSICAL DISABILITY	5.3	3.3	3.7	5.0
MENTAL ILLNESS	3.3	1.6	2.8	2.0
ABUSIVE FAMILY SIT.	10.1	7.9	10.9	4.0
ILLNESS/DEATH	3.0	2.9	3.1	1.0
NO TRANSPORTATION	48.6	57.7	54.9	55.4
OUTDATED SKILLS	17.5	19.2	19.6	13.9
MINIMAL WORK HIST.	46.3	45.6	47.8	41.6
SCHOOL DROP OUT	53.2	32.6	35.7	33.7
LACK OF TRAINING	54.1	54.8	56.2	52.5
LIMITED ENGLISH	12.4	13.8	12.4	20.8
READING BELOW 7TH GRADE	7.2	5.0	5.0	5.9
DEF. GOV. EDUC. LOAN	1.4	2.0	1.6	1.0
LEGAL PROBLEMS	8.6	10.0	8.7	11.9
LACK OF IDENTIFICA.	6.4	6.3	8.1	6.9
OFFENDER	4.8	4.1	4.3	5.0
OTHER	4.8	6.3	6.2	6.9

TABLE II - FREQUENCY

ETHNIC/EDUCATION

PERCENTAGES

	LESS THAN HIGH SCHOOL	HIGH SCHOOL DIPLOMA	ASSOC. DEGREE	GED	ADV. DEGREE	COLLEGE	VOC. CERT.	TOTAL
WHITE	14.67	17.70	1.87	8.20	1.44	0.29	2.01	46.19
BLACK	10.50	10.36	1.44	4.17	0.29	0.00	0.58	27.34
ASIAN	0.14	0.58	0.00	0.14	0.14	0.00	0.00	1.01
HISPANIC	17.99	4.32	0.28	1.15	0.00	0.14	0.14	24.03
AMERICAN INDIAN	0.14	0.29	0.00	0.14	0.14	0.00	0.00	0.72
OTHER	0.43	0.14	0.14	0.00	0.00	0.00	0.00	0.72
TOTAL	43.87	33.39	3.73	13.80	2.01	0.43	2.73	

TABLE III FREQUENCY

ETHNIC/LESS THAN HIGH SCHOOL/13 WEEK RETENTION

	LESS THAN HIGH SCHOOL - TOTAL		13 WEEK RETENTION - TOTAL		13 WEEK 13 WEEK - LESS THAN H.S.	
WHITE	102	33.4	47	46.5	11	28.9
BLACK	73	23.9	26	25.7	7	18.4
HISPANIC	125	40.9	26	25.7	19	50.0
ASIAN	1	0.3	0	0.0	0	0.0
AMERICAN INDIAN	1	0.3	2	1.9	1	2.6
OTHER	3	0.9	0	0.0	0	0.0

TABLE IV - FREQUENCY

PERCENTS - ETHNIC/INTAKE HOUSING SITUATION/13 WEEK RETENTION

	STREET	13 WEEK RETENTION	SHELTER	13 WEEK RETENTION	TRANS-ITIONAL	13 WEEK RETENTION	FRIENDS/ RELATIVES	13 WK.RET.
WHITE	8.6	10.9	8.3	7.9	7.7	4.9	21.5	22.7
BLACK	4.9	3.9	5.1	3.9	2.3	1.9	15.0	15.8
HISPANIC	4.5	5.9	1.8	0.0	1.3	0.9	16.5	18.8
ASIAN	0.1	0.0	0.0	0.0	0.0	0.0	0.8	0.0
AMERICAN INDIAN	0.0	0.0	0.7	1.9	0.0	0.0	0.0	0.0
OTHER	0.1	0.0	0.0	0.0	0.1	0.0	0.1	0.0

TABLE V

FREQUENCY

LENGTH OF HOMELESS ON INTAKE/13 WEEK RETENTION

	PERCENT OF TOTAL POPULATION	PERCENT OF 13 WEEK RETENTION
DAYS (1 - 6)	29.4	28.7
WEEKS (1 - 3)	27.3	29.7
MONTHS (1 - 11)	34.5	34.7
YEARS (1 - 7)	8.8	6.9

14.2% OF THOSE WHO WERE HOMELESS 1 - 6 DAYS WERE RETAINED.

15.8% OF THOSE WHO WERE HOMELESS 1 - 3 WEEKS WERE RETAINED.

14.6% OF THOSE WHO WERE HOMELESS 1 - 11 MONTHS WERE RETAINED.

11.4% OF THOSE WHO WERE HOMELESS 1 - 17 YEARS WERE RETAINED.

TABLE VI

TYPES OF JOBS SECURED - PLACED/TRAINED/RETAINED

JOB AT PLACEMENT	ALL PLACED	TRAINED	RETAINED 13 WEEKS	JOB AT 13 WEEKS
OFFICE/MANAGERS	0.8	0.9	1.0	2.0
PROFESSIONALS	1.6	2.0	0.0	0.0
TECHNICIANS	0.8	0.5	2.0	2.0
SALES	6.9	7.5	2.9	4.9
OFFICE/ CLERICAL	4.9	5.5	6.9	4.9
CRAFT WORKER	1.6	2.0	2.0	2.0
OPERATIVES	9.8	10.9	15.7	14.7
LABORERS	23.7	22.8	23.5	21.6
SERVICE	48.6	47.3	45.1	47.0
DAY LABOR	0.8	0.5	0.0	0.0
OTHER	0.4	0.0	1.0	1.0

TABLE VII

CHANGE IN HOUSING STATUS FROM MENU 3 DBF

	ALL		PLACED		TRAINED		13 WEEK	
	HOUSING	PRESENT	HOUSING	PRESENT	HOUSING	PRESENT	HOUSING	PRESENT
STREET	122	4	42	3	59	3	19	0
SHELTER	112	13	34	10	47	10	14	1
TRAN-SITIONAL	67	25	30	25	41	20	5	7
FRIENDS/ RELATVS.	365	195	122	96	164	86	56	44

VIII. PROJECT EFFECTIVENESS

The Alternatives program at Elgin Community College - Fox Valley Consortium - has a proven track record. All goals of enrollment, training, job placement and retention were exceeded for the first year.

Please refer to section VI for actual tables of Program Outcomes.

These results of Placement and Retention were confirmed by Unemployment Records from the Illinois Department of Employment Security and are therefore valid and reliable. However, it must be noted that 188 of the first-year participants were seen and serviced at least one time - usually more - in the second year. These records were confirmed in 12/1990 - over two years after the project began confirming the need for long-term commitment to the Homeless population for successful job training and placement to occur.

The targeted population of Homeless participants is being successfully reached without a budget line item for advertising - first year 569 (projected 250). Homeless participants are being trained in ABE/GED/ESL and credit vocational classes - they are mainstreamed into the regular college classes. Participants are also attending and completing Job Clubs and Career Decision-Making/Job Readiness Skills Seminars, entering full time, unsubsidized positions, and retaining them. (Long Term Retention - 44%).

In Year II, (10/89 - 3/91), goals for enrollment, job training, and job placement have again been exceeded. (Again, please refer to section VI for tables.) The percentage of job retention already is higher than the first year. (50.17)

Comparative Program Costs and Results

Cost - Alternatives - Homeless Project - 10/88 - 9/89

1). Cost per Participant - $236.62

2). Cost per Entered Employment - $520.83

Cost Alternative - Homeless Project - 10/89 - 3/91

1). Cost per Participant - $533.22

2). Cost per Entered Employment - $1,534.80

Cost - Area JTPA

1). Northern Cook County PIC

Cost per Entered Employment - $3,878.26

For Adults, Welfare cost not available

2). KDK

Cost per Entered Employment - $4,387.25

For Adults, Welfare cost not available

RESULTS

	Alternatives Homeless 88-89	JTPA - ADULT KDK	JTPA - ADULT NCCPIC	JTPA - WELFARE NCCPIC
Enrolled	569	249	805	189
Job Placement	288	128	425	89
	*50.6%	51.4%	52.7%	47%

* As of 12/90.
National Cost for JTHDP - $2,600.00

Retention Rate - Average for First Year - 42%

Alternatives - Retention Rate for First Year - 44%

Based on the above, the JTHDP at a Community College in a consortium effort, is cost effective. Cost Per Entered Employment was $3800.00 less than one area JTPA and $3300 less than another for the first year. The second year was $2800 less than one area JTPA, and $2300 less than the other. These costs, however, are not comparable for the Adult Population of JTPA has fewer barriers to employment than the Homeless Population. The Welfare cost Per Entered Employment would be more comparable but was not available.

The long term placement rate for Alternatives Homeless first year was 50.6% which was three points higher than Northern Cook County's Welfare Rate (47%.)

The National JTHDP Cost Per Placement was $2600. This was over $2000 higher than Alternatives first year and over $1000 higher than Alternatives second year. Alternatives retention rate, long term, was 44%, National Average war 42%.

IX. CONCLUSIONS AND RECOMMENDATIONS

1) Consortium/coalition approach unites limited funding and multiple services to serve the many needs of the Homeless and addresses the causes of Homelessness and barriers/challenge to employment.

2) A community college working in a consortium with other service providers has proven training, placement, and retention rates in Job Training and Placement of the

Homeless. The Cost per placement was $1000 to $2000 less than the National Average with retention rate slightly higher.

3) A long-term commitment to Job Training and Placement of the Homeless is needed to show the true success of participants. See documentation for first year in Section IV. For example, total placements first year 88 - 89, confirmed in December, 1989 were 188; by December 1990, placements were 288.

4a) Alternatives is meeting goals and objectives, but there are many Homeless participants who are not following through on training, job placement, or job retention. In an effort to serve fewer better, and determine which Homeless benefit most from Job Training and Placement Services, in the third year all Homeless participants before enrollment will meet with the Substance Abuse Counselor, and be required to attend the Seminar now starting every Monday rather than monthly, and attend at least one support group. It is anticipated that fewer will be enrolled with even better completion of training and job retention rates.

4b) Homeless showing best retention were those whose incomes were at 0, whose Length of Homelessness was less than one year and those who were living with firends and relatives on intake. (See Table I)

5) A dedicated, professional caring staff leads to a successful program. This conclusion is from the Assistant Vice President at Elgin Community College who has 10 years experience in JTPA and over 5 years at the Community College; the Director of Alternatives concurs.

6a) Many Homeless need Transitional Housing. Alternatives will link with the Hessed House in Aurora which is opening its Transitional Housing for 57 participants on 7/1/91.

b) The need for immediate placement will be addressed through an Alternatives Temp Service beginning in 6/91.

c) Mentors have proven invaluable. Mentor/Advisory Groups will be expanded.

7) Homeless have been seen by this Director in the last three years from Maine to California, from Arizona to the farmlands of Southern Illinois. Five (5) Homeless died in Elgin last year - one an infant, one a Viet Nam Vet. Community Colleges and Universities are already assisting and have a role to play. In addition to Elgin Community College, Penn Valley Community College has been assisting Homeless through a Home Sharing Project in Kansas City since 1982. Southern Illinois University has worked on a Literacy Program for the Homeless. The University of Miami Medical School and Columbia University have been working with the Homeless.

Many programs now funded by the United States

Many programs now funded by the United States Department of Labor, Job Training for the Homeless Demonstration Program now have over three years proven experience. Replication of these programs must begin.

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